

UNCLASSIFIED STATE 00093343

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TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE

RUEHTRO/AMEMBASSY TRIPOLI 9561

UNCLAS STATE 093343

FROM CIO SUSAN SWART

E.O. 12958: N/A

TAGS: [AADP](#) [ACOA](#) [AMGT](#) [AINF](#) [ASEC](#) [KRIM](#)

SUBJECT: SMART - COMING TO A DESKTOP NEAR YOU

REF: A) STATE 00023400, B) STATE 00022253,

C) 08 STATE 00132223

1. The wait is almost over. After years of discussion and anticipation, SMART - State Messaging and Archive Retrieval Toolset - will begin worldwide deployment. SMART will replace the current telegram ("cable") systems known to users of the system as TERP, CableXpress, CLOUT, and WebGram. The SMART application, which is Microsoft Outlook-based, will be on both the OpenNet and ClassNet systems. It is a simple, secure, and user-driven application, which was designed to support the conduct of diplomacy through modern messaging, dynamic archiving, and information sharing. To ensure the successful utilization of SMART, it is critical that each user take the online FSI course, which will be announced in a SEPTEL. The training will ensure that users are able to take advantage of all the advanced features offered by this new application.

2. What is so different about SMART? SMART combines cables, e-mails, and memos on a customized Outlook platform. It offers automatic archiving of all cables plus a new message type called record e-mails. SMART includes real-time search and periodic alerts as well as integration with existing collaboration tools (IM and SharePoint). Access to cables and record e-mail is greatly improved with role-based access which makes most cables available to all while restricting sensitive cables to those who have a need for it. Additionally, SMART allows: ClassNet users to send documents to themselves from OpenNet to ClassNet, supports enhanced reporting capabilities through attachment and embedded graphics, and allows individual addressees to be added to cables for direct distribution to the desktop.

3. Where are we? Over the past two years, 14 overseas posts and domestic bureaus have been pilot members participating in the development of the SMART application. In September 2009, an additional seven WHA posts will participate in the final pilot of the SMART application. With these posts' assistance and cooperation, valuable feedback will be provided to the SMART team which will be used to enhance the usability and functionality of the application.

4. What is next? In October 2009, the SMART Steering Committee members will determine a go/no-go decision to deploy the application worldwide. Parameters for this determination are feedback from several thousand pilot users, a review of our operational readiness, and a

quality review of the product. We are anticipating and planning for a successful "go" decision to deploy the SMART application worldwide in October 2009. The plan is to roll-out the application utilizing a phased approach over the next 12 months, region by region, starting with WHA. Schedules for the remaining region will be communicated in mid-October.

15. What can Post do? The greatest remaining hurdle is the adoption of new business practices to reflect the information sharing and transparency expected by the administration. The pilot experience has revealed that the single most important element in a successful deployment is post leadership. Deployment team members will engage not only your IT staff but also post "advocates" - early adopters and key personnel whose involvement in the roll-out will facilitate adoption of the new system by all post employees. Post cooperation and participation is vital to the success of this major endeavor.

16. How do I learn more about SMART? A SEPTTEL ALDAC from FSI will announce a distance learning course for SMART users. Everyone with an OpenNet or ClassNet account is encouraged to take this online course prior to the deployment of SMART to your post/bureau.

17. Minimize considered.
CLINTON